

**FEDERAL AGENCIES WORKING TOGETHER TO PROVIDE INCOME  
INFORMATION TO ADMINISTRATORS OF HUD'S RENTAL ASSISTANCE  
PROGRAMS**

**SOCIAL SECURITY AND SUPPLEMENTAL SECURITY INCOME REPORTS FOR  
ADMINISTRATORS OF HUD'S RENTAL ASSISTANCE PROGRAMS**

Effective September 30, 1999, the Social Security Administration (SSA) initiated action to discontinue servicing requests for third party benefit verification (TPQYs) for public housing agencies, private owners and management agents (rental assistance administrators including contract administrators) administering rental assistance programs of the Department of Housing and Urban Development. This information was transmitted to local SSA and HUD staff. Because local SSA and HUD Offices and rental assistance administrators raised many concerns, additional information is being provided to assist SSA and HUD staff in responding to inquiries.

HUD has an agreement with SSA to provide rental assistance administrators with social security (SS) and supplemental security income (SSI) benefit verification through its system now called the Tenant Assessment Subsystem (TASS), previously known as the Tenant Eligibility Verification System (TEVS). The functions and responsibility for computer matching income verification and TEVS were transferred to HUD's Real Estate Assessment Center (REAC).

As described below, HUD has established facilities for rental assistance administrators to obtain SS and SSI reports for tenants re-certifying for rental assistance who are included in the tenant databases HUD maintains. REAC will not be providing SS and SSI reports for initial applicants. Rental assistance administrators should request that all applicants applying for initial rental assistance provide a copy of their SSA benefit letter or other documents received from SSA. Other documents may be an award letter, a cost of living adjustment notice, a SSA-1099 (Social Security Benefit Statement), or a bank statement. If an applicant is meeting with a rental assistance administrator, together they can request via the SSA Internet the applicant's benefit verification letter on line at the following website:

<https://s3abaca.ssa.gov/pro/beve/bevehome.shtml>

Once the applicant's request is received for the social security benefit verification statement, SSA will mail a statement within 7 to 10 days to the address on SSA's records. If an applicant has a change of address and has not yet notified SSA, it is recommended that before an online request is made the applicant (or participant) immediately notify SSA by calling the toll free number 1-800-772-1213. If a rental assistance administrator does not have an Internet facility, the toll-free number may also be used to request a copy of an applicant's benefit information for their initial application for rental assistance.

Because security for electronic transmission of SS and SSI data is critical, HUD Headquarters has developed extensive measures to protect rental administrators from unauthorized access. HUD local offices cannot use the Internet facility to access rental assistance administrators' SS and SSI reports because each rental administrator is assigned an identification code and a temporary password to access only their individual SS and SSI reports. When the rental assistance administrator enters the temporary password, the administrator is provided the option of changing their login password, known only to the administrator.

### **Public Housing Agencies**

HUD Headquarters staff have been providing SS and SSI reports to public housing agencies via an Internet facility since 1997. Public housing agencies are strongly encouraged to access the SS and SSI reports via Internet. Public housing agencies are advised that if a temporary password is needed for Internet access, they need to fax to HUD at **202-708-5090** the following information on their housing agency letterhead: "My HA number is \_\_\_\_\_. Please provide the HA with a temporary password. My fax number is \_\_\_\_\_." (The HA number is the HA state abbreviation followed by the HA number.) Once a housing agency starts using the Internet facility to obtain their SS and SSI reports, hard copies of the reports will no longer be mailed.

For public housing agencies that have not obtain access or unable to use the Internet facility, SS and SSI reports will be mailed to them. However, HUD is in the process of evaluating options for the elimination of mailing hard copy reports.

### **Private owners and management agents (contract administrators)**

HUD currently provides owners and agents with SS and SSI data via SprintMail and a TRACS query process.

#### **SprintMail**

Tenant Income Verification staffs now transmit these SS and SSI reports using SprintMail. SprintMail is sent to the mailbox of the entity that transmits tenant data to the Tenant Rental Assistance Certification System. Information on SprintMail facilities for obtaining tenant SS and SSI data can found at:

<http://www.hud.gov:80/fha/mfh/trx/html/trxsprnt.html>

The current SS and SSI reports are provided only for tenants who receive SS and/or SSI. The SSA search is performed using each member's SSN plus his or her name and birth date. If an SS and SSI report is not received, it is not a confirmation that there is no SS and/or SSI income. The same verification procedures used for initial certification should be used again.

Owners and agents whose contracts are administered through contract administrators may not be receiving their SS and SSI reports. The SprintMail address being used is the senders -- the Contract Administrator. Contract administrators are encouraged to forward the reports to the projects that they administer.

### **Tenant Rental Assistance Certification System (TRACS)**

TRACS users can also request an SS and SSI report through the TRACS Internet query. TRACS sends data to SSA using a secured line each night with SSNs, full names and birth dates for certifications received that day. Following receipt of the SSA data, all elements are matched to the information received on the certifications. When differences occur, discrepancy messages are returned to the owner, agent or contract administrator for appropriate follow-up. This helps validate those verifications other than an awards letter or SS or SSI report.

### **Internet**

REAC selected several property owners and managers to pilot test accessing SS and SSI reports via HUD's Secure Connection software using the Internet facility using Secure Connection. REAC plans to implement the Internet facility using Secure Connection in March 2000. The revised Guide for Social Security and Supplemental Security Income Verification which includes instructions on how to obtain their SS and SSI reports via the Internet facility will be posted on the REAC Website in March 2000. Keep watching the REAC homepage. During the Internet implementation phase for owners and agents, HUD will continue to provide SS and SSI report via SprintMail. HUD will not be mailing any SS and SSI reports to owners and agents.

If technical assistance is needed in using the SS and SSI Internet facility, please contact the TASS Hotline for the SS and SSI Internet facility at (202) 708-4932, extensions 3319 or 3321.

### **Real Estate Assessment Center**

For further information or assistance, please select the "Contact Us" icon to the left of the page.

### **U.S. Mail:**

REAC Technical Assistance Center  
The Portals Building  
1280 Maryland Avenue, S. W., Suite 800  
Washington, D. C. 20024

### **Customer Change of Address:**

All customer address changes or corrections should be made at the local HUD Field Office for your area.